

Consumers are encouraged to contact their insurance carrier for assistance with questions about claims or their policies.

### **State Government Insurance Help Lines**

Texas Department of Insurance Consumer Help Line  
800-252-3439

Alabama Department of Insurance Consumer Help Line  
800-433-3966  
334-241-4141 (outside Alabama)

Louisiana Department of Insurance Consumer Help Line  
800-259-5300  
225-342-5900 (outside Louisiana)

Mississippi Department of Insurance Consumer Help Line  
800- 562-2957  
601-359-2453 (outside Mississippi)

### **Immediate Disaster Assistance from the American Red Cross**

If you have immediate emergency needs for food, clothing, shelter, or medical care contact one of the local offices of the American Red Cross. You can visit a local office or call their toll-free number at **1-866-438-4636**.

### **Federal Government Help Line**

Federal Emergency Management Agency (FEMA)

You may qualify for assistance from the federal government. You can apply by calling **800-621-FEMA (800-621-3362)**. The information you will need includes:

- The street address of your damaged property
- Your current mailing address and a telephone number where you can be reached in the event you have been forced to relocate
- Your Social Security Number
- Your household's approximate gross income at the time of the flood or, if you are reporting business damages, the gross income of the business
- Information on the type of insurance coverage you have, particularly flood insurance

[www.FEMA.gov](http://www.FEMA.gov) to file a claim online

### **Insurance Company Toll-Free Catastrophe Hot Lines**

If you have homeowners, automobile, flood, renters, or other insurance, please contact your insurance company to file your claims. The Catastrophe Hot Lines are listed below.

- ACE USA Clients receive individual 800 numbers or call 800 433-0385 (ACE USA/INAMAR Marine claims); 800 234-7354 (Disaster Mortgage Protection claims)
- Acuity 800-242-7666
- Alfa Insurance Group 888-964-2532
- Alabama Municipal Insurance Corporation 866-239-AMIC (866-239-2642)
- Allmerica 800-628-0250
- Allstate 800-54-STORM (800-547-8676)
- Allstate Floridian Insurance Company 800-54-STORM (800-547-8676)
- American Bankers Insurance Company 800-245-1505
- American Federation Insurance Company 800-527-3907
- American General Property Insurance Company of Florida 800-321-2452
- American International Group 800-433-8880 (auto & home)
- American National Property & Casualty Company & Affiliates 800-333-2861
- American Reliable Insurance Company 800-245-1505
- American Skyline Insurance Company 888-298-5224
- American States Insurance Company 800-332-3226
- American Strategic Insurance 866-ASI-LOSS (274-5677)
- American Superior Insurance 786-336-1350
- Arch Insurance 800-817-3252
- Argus Fire & Casualty Company 954-331-4722
- Armed Forces Insurance Exchange 800-255-0187; (FAX) 800-828-7736
- Atlantic Mutual Insurance Company 800-945-7461
- Atlantic Preferred Insurance Company 800-673-4952
- Auto Owners Insurance Group (Palm City) 800-783-1269
- Auto Owners Insurance Group (Ft. Meyers) 800-437-2256
- AXA Re Property and Casualty 800-216-3711
- Bankers Insurance Company 800-765-9700
- Bankers Security Insurance Company 800-765-9700
- Bituminous 800-822-2905 (Atlanta Office for Alabamans); 800-678-3104 (for Louisiana & Mississippi – Steve Maginas)
- Bristol West Insurance Group 800-BRISTOL (800-274-7865)
- Capital Preferred 800-734-4749 or 888-388-2742
- Catawba Insurance 800-711-9386
- Century Surety Insurance Company 800-850-0421
- CHUBB Insurance Group 800-252-4670 (800-CLAIMS-0)
- Church Mutual Insurance 800-554-2642
- Citizens Property Insurance Corp. 866-411-2742 (866-411-CPIC)
- Cincinnati Insurance Company (call your local agent first and then 1-877-242-2544)
- Clarendon National Insurance Company 800-216-3711
- Clarendon Select Insurance Company 800-509-1592
- CNA 877-262-2727
- Colony Insurance Company 800-577-6614 ext. 1715
- Companion Property & Casualty 800-649-2948
- Cotton States Mutual Group 800-282-6536

- CUNA Mutual 800-637-2676
- Cypress 888-352-9773
- EMC Insurance Companies 800-910-4988
- Encompass Insurance Company 800-588-7400
- Erie Insurance Group 800-367-3743
- Farmers 800-435-7764
- FCCI (first report of injury) 800-226-3224
- Federated National Insurance Company 800-420-7075
- Fidelity & Casualty Insurance Company 800-725-9472
- Fidelity National Insurance Company 800-220-1351
- Fidelity National Property and Casualty Insurance Company 800-725-9472
- Fireman's Fund 888-347-3428 (888-FIREHAT)
- First Floridian 800-252-4633 (800-CLAIM33)
- First Premium Insurance Group (Lloyd's Mobile Home) 800-432-3072
- First Protective Insurance Company 877-744-5224
- First Trenton 800-468-7341
- Florida Family Insurance Company 888-486-4663 or 888-850-4663
- Florida Farm Bureau Insurance Companies 800-330-3327
- Florida Select 888-700-0101
- Florida Preferred Property Insurance Company 800-673-4952
- FM Global 877-639-5677 (877-NEWLOSS)
- Foremost Insurance Company 800-527-3907
- GE Employers Re 800-255-6931; (FAX) 866-413-8978
- GEICO 800-841-3000
- General Star Indemnity Company 800-624-5237
- General Star National Insurance Company 800-624-5237
- Georgia Casualty & Surety 800-279-8279 (claim reporting); 866-458-7506 (claim dept.)
- Georgia Farm Bureau 866-842-3276
- GMAC Insurance (Auto Claims) 800-468-3466
- Granada Insurance Company 800-392-9966
- Guide One 888-748-4326
- Hanover Insurance (Allmerica) 800-628-0250
- Harbor Insurance Company - 800 216-3711
- The Hartford - 800-243-5860
- Hartford Insurance Company of the Midwest 800-637-5410 or 800-243-5860
- Hartford Steam 888-HSB-LOSS (888-472-5677)
- Holyoke Mutual - 800-225-2533
- ICAT 866-789-4228
- Industrial Risk Insurers - 800-255-6931
- Interstate Fire & Casualty 800-456-8458, Ext. 770
- Liberty Mutual - 800-2CLAIMS (800-225-2467)
- Liberty Mutual Fire Insurance Company 800-637-0757 (in state); 800-633-1833 (24 hour)
- Louisiana Farm Bureau 866-275-7322
- Main Street America Group 877-425-2467; (FAX) 877-282-3844
- Mercury Insurance Group 800-987-6000
- MetLife Auto & Home 800-854-6011
- Mississippi Farm Bureau 866-275-7322

- National Flood Insurance Program (NFIP) - 1-800-427-4661
- Nationwide 800-421-3535
- North Pointe Insurance Company 877-878-1991
- Ohio Casualty and West American Insurance Company 888-701-8727
- Old Dominion Insurance Company 877-425-2467 or 800-606-7992
- Omaha Property & Casualty 800-638-2592 (Flood only)
- Omega Insurance Company 800 216-3711
- OneBeacon 877-248-3455
- Poe Financial Group 800-673-4952
- Progressive Auto Insurance 800-PROGRESSIVE (776-4737)
- QualSure Insurance Corp. 877-563-0150
- Regency (Tower Hill) 800-216-3711
- Republic Fire & Casualty (Homeowners, Dwelling Fire, Auto & Commercial) 800-451-0286
- Republic Group (Republic Fire & Casualty, Republic Underwriters Southern Ins Co, Southern Underwriters Ins) 800-451-0286
- Republic Underwriters (Commercial) 800-451-0286
- RLI Insurance Company 800-444-0406
- Royal & Sun Alliance 800-847-6925
- SAFECO 800-332-3226
- Scottsdale Insurance Company 800-423-7675
- Security National Insurance Company 800-Bristol (800-274-7865)
- Selective 866-455-9969
- Service Insurance Company 800-780-8423
- Shelter Insurance Group 800-SHELTER (800-743-5837)
- Sompo Japan 800-444-6870
- Southern Family Insurance Company 800-673-4952
- Southern Fidelity 866-874-7342
- Southern Insurance Company (Commercial) 800-451-0286
- Southern Underwriters (Commercial) 800-451-0286
- Southwest Business Corp. (Lloyd's Excess Flood) 800-527-0066 Ex. 7389
- St. Johns Insurance Company 800-748-2030
- St. Paul Insurance Companies 800-CLAIM 33 (800-252-4633) -Auto and Home Claims; 800-STPAUL (800-787-2851) - Business Claims
- St. Paul Travelers 800-CLAIM33 (800-252-4633) - Auto and Home Claims; 800-787-2851 - Business Claims; 800-356-6663 -Flood Claims
- State Farm Insurance 800-SF-CLAIM (800-732-5246)
- Sunshine State Insurance Company 877-329-8795
- TAPCO 888-437-0373 or 800-334-5579
- Texas Farm Bureau 800-772-6535
- Tower Hill Insurance Companies 800-216-3711 or 800-509-1592
- Travelers 800-252-4633 (800-CLAIM 33) – Personal Claims; 800-238-6225 - Business Claims; 800-356-6663 (Flood claims)
- Travelers Boat & Yacht 800-772-4482
- Travelers WC (first report of injury) 800-238-6225
- United Fire Insurance Company 800-343-9131
- United Property and Casualty Company 800-861-4370
- Universal Insurance Company 888-846-7647

- USAA 800-531-8222
- USF&G 800-787-2851; 800-631-6478 (homeowners claim); 407-660-9000 (customer service)
- USLI 800-523-5545
- Vanguard Fire & Casualty Company 888-343-5585
- W.R. Berkley Corp. 203-629-3000
- XL Insurance 800-609-2518
- Zenith (first report of injury) 800-440-5020
- Zurich Insurance Company 800-987-3373
- Voyager Insurance Company 800-987-1505

Blue Cross Blue Shield:

1. If the provider needs benefit information, the provider should call 800-676-BLUE.
2. If the insured does not have his/her insurance card, the provider should call 800—880-0918 with the insured's Social Security Number.